Subject: **Engaging an agency for providing Call Centre Services**

Tender No: **BMTC/2023-24/SE0219.**

Addendum:

Sl No	Page no of the RFP	As per the tender RFP:	Amended to read as:
01	Page no-07	2.**Scope of Work:** L)The Engaged Manpower i.e. the Helpline Executives, Team Leader and Team Manger have to work in shift basis as directed by BMTC	2.**Scope of Work:** L)The Engaged Manpower i.e. the Helpline Executives and Team Leader have to work in shift basis as directed by BMTC
02	Page no-13	**4.1.Project Start-up SLA** Requirement: The following activities shall be completed and the Helpline shall Go-live within ten calendar days, after issuance of Letter of Intent: • Recruitment of Manpower • Proper training about complaint management system develop by BMTC for Testing and Mock Calls • Go-live & start of Helpline operations	**4.1.Project Start-up SLA** Requirement: The following activities shall be completed and the Helpline shall Go-live within ten calendar days, after issuance of Letter of Intent: • Recruitment of Manpower • Go-live & start of Helpline operations

CONTROLLER OF STORES AND PURCHASES